

## Position Description

*Private and Confidential*

### Service Support Officer Disability North

## The Organisation

For over 35 years, LiveBetter Community Services has been delivering specialist service provision for the people of regional Australia. We are a not-for-profit organisation, originally formed through an amalgamation of several like-minded, regionally based organisations, with our head office based in Orange NSW and around 50 homes, day centres, respite cottages, offices and community hubs across Central Queensland and regional NSW.

Currently we deliver more than 80 customer-focused service programs across the aged care, disability, community development, child and family, Out of Home Care, clinical and mental health sectors, from offices and facilities in more than 45 communities. We employ more than 1600 people and 400 volunteers and in the last 12 months we provided care and support to more than 13,000 individuals and families living in regional, rural and remote communities.

Focusing on support in the home, and connections to the community, our approach to service delivery is to work with our customers in a holistic manner, seeking to meet their goals, needs and preferences. We also assist community members with information, linking and referrals.

As the need for community services remains strong, LiveBetter continues its significant growth, with steady growth in staff numbers, service capacity and diversity and in geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter's annual revenue is more than \$100 million. 80% of revenue comes directly from Commonwealth and State Government funding, with service user contributions and revenue from commercial activities making up the balance.

LiveBetter is positioned as one of the largest regionally based providers of community services in eastern Australia. LiveBetter remains focused on ensuring programs and services are provided by local staff and tailored to the individual needs of local people and communities.

**Our Purpose:** *We inspire possibility by giving people access to support in their chosen community*

**Our Mission:** *By connecting capable, passionate and caring locals with those who need support*

## Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

## The Position

<b>Position title:</b>	<b>Service Support Officer</b>
<b>Location:</b>	Orange/Bathurst/Dubbo
<b>Job Type:</b>	Permanent Full Time
<b>Reports to:</b>	Head of Disability, North
<b>Direct reports:</b>	NIL

## Service Description

The Service Support Officer role provides a range of services to the Operations team within LiveBetter Disability, North to ensure systems and practices support the achievement of agreed service outcomes and promotes the adoption of best practice standards. The Service Support Officer role encompasses functions such as internal business processes and reporting, with a strong focus on back office supports for Operational Managers.

## Key Position Responsibilities

The Service Support Officer is responsible for supporting the Operational administrative functions: inclusive of reporting, incident management, financial reporting.

Core responsibilities for this position include:

- Supporting the implementing of business development strategies that contribute to the efficiency of the back-office operations for service provision under the NDIS.
- Supporting Senior Managers with the completion of tasks and reports that assist with the operations of Disability services
- Assist with implementation of priority processes for Disability North, in consultation with Senior Managers and Head of Disability.
- Ensuring accuracy of data collection and entry in line with NDIS requirements.
- Establishing and maintaining effective communication links with key stakeholders to ensure an effective continuum of care for people transitioning into the NDIS. Attendance at Interagency meetings.
- Developing and maintaining positive working relationships with key external disability and other service providers, including professional networks to facilitate quality service delivery.
- Upholding, maintaining and adhering to Livebetter standards in-line with the Code of Conduct and policies and procedures.
- Maintaining confidentiality in relation to the affairs of Livebetter, customers, agents, and personnel in accordance with privacy legislation and Livebetter policies and procedures, during and beyond the period of employment.
- Providing support as required to the Head of Disability and Senior Managers. (e.g. gathering information or researching) to promote growth and stability of Disability services
- Delivery of supports to operational staff.
- Maintaining and monitoring documentation relating to customers in the appropriate records management system adhering to the highest level of confidentiality.
- Identify opportunities to improve the quality of services in Disability Services
- Identify and analyse opportunities to operate more efficiently and discuss with Head of Disability and Senior Managers prior to implementation.

## Risk

All staff must be aware of operational and business risks. They should:

- Provide input into various risk activities assist in identifying risks and controls.
- Report all emerging risks, issues and incidents to their manager or appropriate officer.

## Person Specification

### Essential

- Qualifications and/or extensive experience in Business, Administration or Finance.
- Sound understanding of the NDIS framework and related policies.
- Superior communication skills, both verbal and written along with proven, interpersonal and collaboration ability.
- Experience in managing or supporting the operations of Disability Services.
- High level administrative skills along with outstanding attention to detail.

### Desirable

- Comprehensive understanding of the NDIS Quality and Safeguarding Framework

### Other requirements

1. Obtain and pass a National Criminal History Check and Pre-Employment Medical Assessment, including drug and alcohol screening.
2. Current Australian Driver's Licence.
3. Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
4. Ability to be flexible with work hours to meet reasonable demands of the position.

## Remuneration

This position is remunerated under the Social, Community, Home Care and Disability Services Industry Award 2010 dependant on qualifications and experience.

**Salary packaging opportunities are available.**

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			